AZNet II – Arizona Network

AZNet II – Voice & Network Oversight Committee Meeting Minutes 8/23/12

Meeting: Planning and Discussion Sessions **Meeting Date: 8/23/12   Minutes: 8/23/12**

- **Location: 100 N. 15ᵗʰ Ave, Suite 400**
  - **ASET Bighorn Conference Rm** **Call in #: N/A**

  Moderator N/A

Attendees: Y/N/R/P (yes/no/recorder/phone)							
Y	Suzan Tasvibi	N	Stephen Welsh	Y	Mike Collins	Y	Owen Zorge
Y	Bob Fisher	N	Graciano Cervantes	N	Jim Hillyard	N	Jared Clarke
Y	Gary Hensley	Y	Gary Heller	Y	Mike Dellner	Y	Angel Bingham
Y	Robert Fisher	Y	Zach Sadkin	Y	Molly Mahai	Y	Steve Kalomas
Y	Pam Dreyer	Y	Tami Price	Y	Larry Heinz	Y	Aaron F
Y	Charles Brown	Y	Jennifer Dvorak	Y	Joan Carter	Y	Jamie Rybarczyk
						Y	Rob Trevizo

Agenda:	
1. Introduction:	• Chuck Brown of the Board of Physical Therapy joined and committee conducted introduction around the room.
2. Review and Approval of Meeting Minutes: (Suzan)	• Approved
3. Status on SharePoint: (Suzan)	• In progress. Kiran will need to create accounts and provide user passwords. • Documents will be posted as draft on the SharePoint site • When documents are finalized they will be posted on the ASET EIC website
4. Final List of Voting Members	• Suzan will finalize the members list to provide to Kiran to be posted into SharePoint
5. AZNet II Provider – Presentation on Core Equipment Refresh	• Steve Kalomas, Network Engineer displayed a high level presentation on the core ADOA hardware. • How it will connect out to the PSTN for voice • How it will connect to gateways located at State Data Centers and into call processing servers. • New voice mail, IVR, and call center applications • Core switching that is going to connect into MAGNet and connect into the carrier WAN services with QoS for the VoIP

	• Mirrored locations (e.g. ADOA Tucson, ADOT) for redundancy • Plans to make Tucson a hub location for voice services in the event of a catastrophic failure, Tucson will be able to handle all the call processing on the VoIP network. Talked about the challenges with PSTN connectivity (e.g. area code like 602, 480, 623) • Touched on SIP trunking (future discussion) • Larger remote locations, showed larger core switching device going into a gateway with local PSTN connectivity for redundancy or for outbound calls. Inbound could come in via the VoIP network • Smaller locations with possibly just a gateway, a voice or data switch and some phones hanging off there. • Vision to have four areas (e.g. 2 Phoenix Metro, 1 Tucson, and possibly 1 Flagstaff) as hub locations for more geographical and regional redundancy • Different entrance points for regions to come into the network similar to what the State is doing today for hop on/hop off points for toll bypass. A holistic VoIP implementation
6. Open Discussion	• Timeline for having the basic infrastructure in place • Existing voice mail issues that transitioned over to AZNet II from the previous contractor • Escalation timeline. Current contract shows that Severity 1 timeline is longer than Severity 2. Take off line to discuss in the CenturyLink/ASET EIC Operations meeting next Wednesday, August 29, 2012

Pending Action Items:

#	Action Item	Responsible	Due	Complete
1	SharePoint Site	Suzan	9/13/2012	
2	Communication to agencies – Infrastructure requirement for equipment refresh and agency responsibility. NOTE: Completed during Steering Committee	ASET EIC		8/20/2012
3				
4				
5				
6				
7				

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New Action Items:			
#	**Action Item**	**Responsible**	**Due**
1	Follow-up with TEGC on Capitol Mall Fiber	Gary Hensley	Open
2	Follow-up on sub-committee for Security Engineering	Suzan Tasvibi	Open
3	Develop communications informing the agencies about the voice mail issues (UM2K)	Gary Hensley	8/31/2012
4	Develop communication regarding Auto Attendant issues and the moratorium on changes to the current voice mail system.	Bob/Angel	8/31/2012
5	Obtain direction from OSPB on agency responsibility prior to refresh regarding cabling and UPS hardware and other	Gary Hensley	8/28/2012
6	Next oversight committee – CenturyLink to present on communication plan improvements that would go out to the agencies	Joan Carter	9/13/2012
7	Obtain copy of presentation and diagrams presented by CenturyLink	Suzan Tasvibi	8/28/2012